

FACT SHEET



CONSUMER DISPUTE and COMPLAINT RESOURCES

Complaints by consumers about businesses are not normally a responsibility of municipal government. There are, however, many resources open to the consumer to seek assistance in resolving complaints.

Project Sentinel

Project Sentinel is a non-profit agency providing services to help people resolve housing problems. The agency assists home seekers as well as housing providers through counseling, complaint investigation, mediation, conciliation and education.

1055 Sunnyvale Saratoga Rd., Suite 3
Sunnyvale, CA 94087
Phone (408) 720-9888
Toll Free (888) 331-3332
Fax (408) 720-0810
e-mail: mediate4us@aol.com
Web site: <http://www.housing.org/sunnyvale.htm>

Better Business Bureau

A private, nonprofit, self-regulatory organization, dedicated to promoting fairness and honesty in the marketplace. Serving Santa Clara, Santa Cruz, Monterey and San Benito Counties

Operators Available Monday-Friday
Phone: (408) 278-7400 from 9 a.m. to 12 p.m. and 1 p.m. to 4 p.m.
24-Hour Voice Response System: (408) 278-7400
e-mail: Info@BBBsilicon.org
Web site: <http://www.bbbsilicon.org/>

Santa Clara County – Office of the District Attorney, Consumer Protection Unit

Provides information about consumer transactions by answering questions from the public and by educating consumers and businesses as to their rights and responsibilities. The mediation staff, which includes volunteers, is available to assist consumers in resolving their disputes with business entities.

70 W. Hedding St., West Wing
San Jose, CA 95110
Phone: (408) 792-2880

San Jose Mercury News – Action Line Column

Action Line can help solve consumer problems. For quick access to our most requested information, or to leave a message, call the Action Line Information Hotline: 1-(888) 688-6400.

Dennis Rockstroh – Columnist

San Jose Mercury News, 750 Ridder Park Drive, San Jose, CA 95190.

Fax: (408) 271-3786

e-mail: actionline@mercurynews.com

Web site: mercurynews.com/mld/mercurynews/news/columnists/action_line/

You may also mail, e-mail or fax a letter with details of your problem. Include photocopies of appropriate documents if possible, DO NOT send originals. Be sure to include your name, address and daytime telephone number.

Channel ABC-7 – 7 On Your Side

Michael Finney

ABC-7/KGO-TV

900 Front Street

San Francisco, CA 94111-1450

(415) 954-8151

Monday - Friday

10 a.m. – 2 p.m.

Web site: http://abclocal.go.com/kgo/story?section=7on_your_side&id=3285272

7 On Your Side deals primarily with consumer problems, usually, but not limited to, involving the purchase of goods and services by individuals. They do not help resolve disputes between businesses.

Michael Finney also has a radio call-in show on KGO-News Talk 810 on Sundays from 10 a.m. to 1 p.m. The call-in number is (408) 808-0810.

California Department of Consumer Affairs (State Department)

Consumer Affairs' role is to protect the public from business professionals who are unqualified, unlicensed and/or dishonest. They have jurisdiction over many licensed professions, including contractors and automotive repair businesses.

1625 North Market Blvd.

Sacramento, CA 95834

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(916) 445-1254

e-mail: dca@dca.ca.gov

Web site: www.dca.ca.gov